



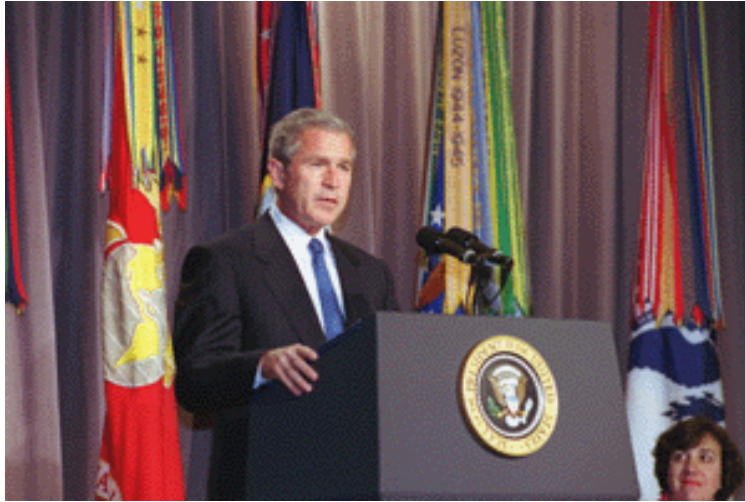
U.S. Department of Defense
Office of the Assistant Secretary for Health Affairs
TRICARE Management Activity

FY 2003-2005 Strategic Plan

Computer/Electronic Accommodations Program

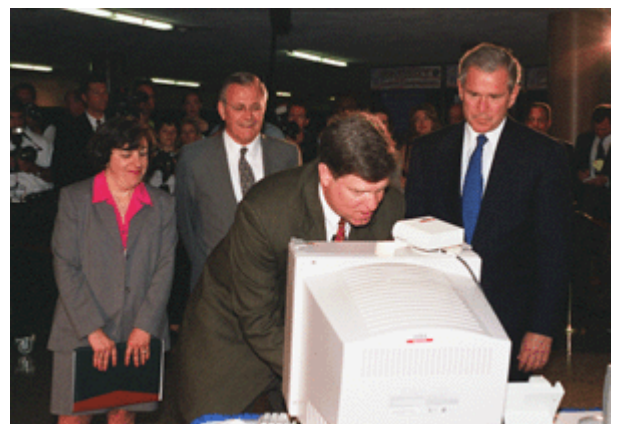
*FY2003-2005
Strategic Plan*





“I just had the opportunity to tour the department’s assistive technology center, and I saw technologies that are helping people with disabilities enjoy the full range of opportunities made possible by the technology boom...”

**George W. Bush, President of the United States
The Pentagon, CAP Technology Evaluation Center
June 19, 2001**



Overview

The Federal government is changing and we are experiencing the impact of the knowledge-based economy, rapid advances in technology, an increased emphasis on customer expectations and on business results. The Federal government is also the nation's largest employer and purchaser of goods, services, technology, and health care. When President George W. Bush launched the New Freedom Initiative, he stated "Americans with disabilities should have every freedom to pursue careers, integrate into the workforce and participate as full members in the economic marketplace. The New Freedom Initiative will help tear down barriers to the workplace, and help promote full access and integration."

As the nation's largest employer, the Federal government must be a catalyst for the leadership and commitment of our nation to ensure that all people have the opportunity to participate in the workplace. To ensure people with disabilities have equal access to opportunities, the Department of Defense (DoD) established the Computer/Electronic Accommodations Program (CAP) to provide assistive technology to employees and individuals who need to access computer and telecommunications environments. Via innovative programs, CAP enhances productivity and job retention of employees who develop disabilities, and introduces innovative technology that enhances access to information by all users.

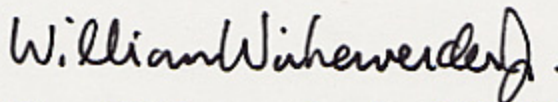
The purpose of this plan is to update and convey the strategic direction of CAP to its customers and stakeholders. This plan establishes a baseline for aligning CAP priorities and processes with the mission, vision, goals and strategies. The strategic direction has been developed to strengthen customer service, operational performance, and innovated partnerships to improve CAP's ability to adapt to the changing requirements as the Federal government pursues increased employment and opportunities for people with disabilities.


Dinah F. B. Cohen

Director
Computer/Electronic
Accommodations Program


James C. Reardon

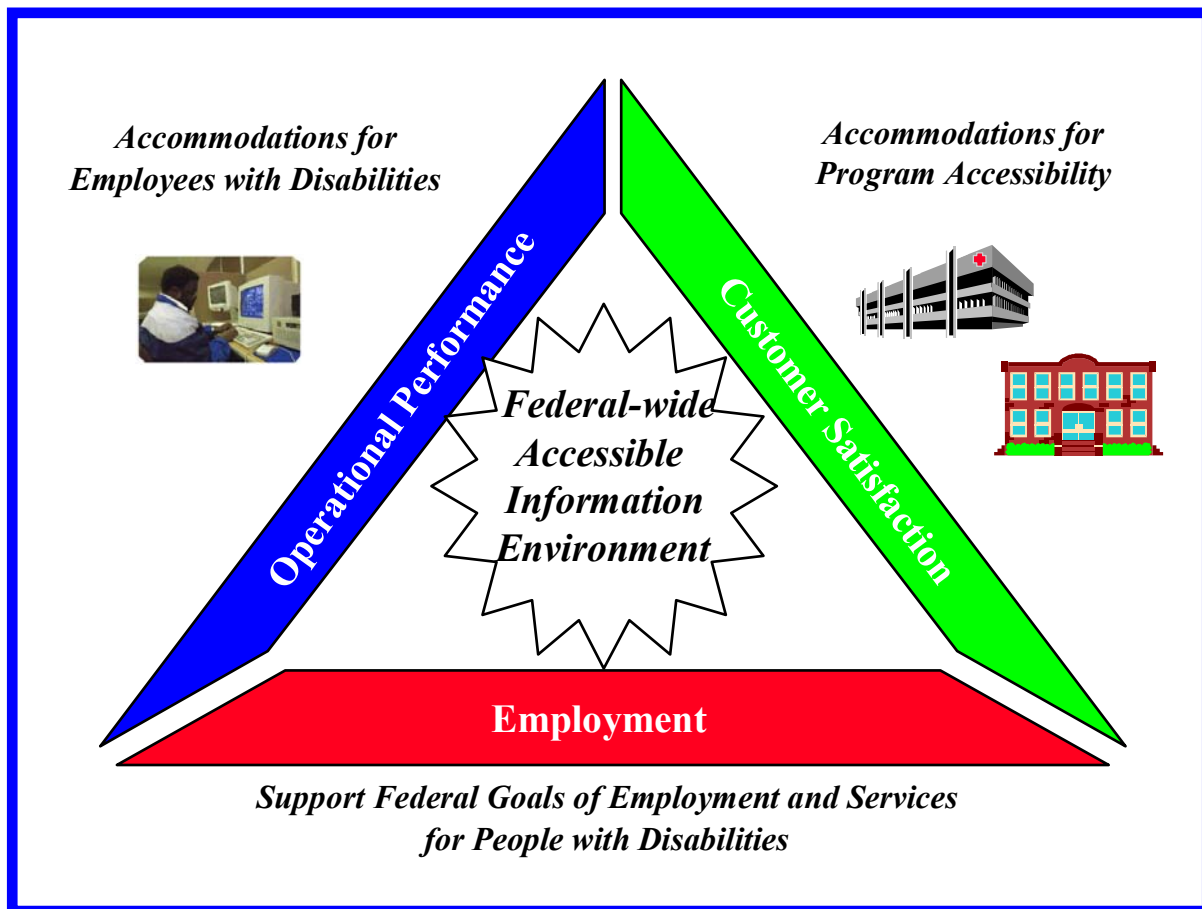
Director
Information Management,
Technology & Reengineering



William Winkenwerder, Jr., MD, MBA
Assistant Secretary of Defense
Health Affairs

Mission

Provide assistive technology and accommodations to ensure people with disabilities have equal access to the information environment and opportunities in the Department of Defense and throughout the Federal government.



Vision

To increase the employment of people with disabilities by ensuring they have access to accommodations throughout the Department of Defense and Federal government.

“The technologies on display here have helped more than 20,000 Defense Department employees enjoy greater access to communications and computing equipment. And they will help countless individuals in the public and private sectors become fully integrated into the workplace. I’m committed to bringing that technology to users as quickly as possible.”

**President George W. Bush
June 19, 2001**

Values

We are dedicated to the principles of equal access and opportunities for people with disabilities. We believe our success is based on our ability to understand our customers’ needs, requirements, and expectations. The CAP values of integrity, commitment, caring and excellence guide our actions.

CAP Goals, Objectives, Strategies

The *CAP Strategic Plan* is made up of three areas that address measurable goals and establish the direction for the program. The three goal areas address excellence in Customer Satisfaction, Operational Performance, and Employment.

Goal 1: Excellence in Customer Satisfaction

Enhance CAP's commitment for excellence in customer accommodation services to ensure satisfaction for all CAP stakeholders.

Objective 1:1 Improve services and satisfaction for all CAP stakeholders

- Strategy 1.1.1 – Streamline the CAP accommodation and procurement process for assistive technology and accommodation services
- Strategy 1.1.2 – Tailor services for unique market segment requirements
- Strategy 1.1.3 – Develop, implement, and maintain eCAP to streamline online business processes
- Strategy 1.1.4 – Review and enhance methods for measuring and achieving superior customer satisfaction levels with CAP services

Objective 1:2 Improve understanding of the entire CAP process

- Strategy 1.2.1 – Develop training program to build shared vocabulary and understanding of the eCAP process

Objective 1:3 Provide CAP stakeholders with information and resources on the latest assistive technology and related accommodation services

- Strategy 1.3.1 – Facilitate a process to train CAP customers about current assistive technology and service issues/releases

Objective 1:4 Increase Federal agency partnerships and participation

- Strategy 1.4.1 – Increase Federal agency partnerships to ensure all interested and eligible organizations have signed partnership agreements
- Strategy 1.4.2 – Maximize partner accommodation activity via targeted marketing activities, including presentations, exhibits, training programs, tailored Website information and other appropriate actions

Goal 2: Excellence in Operational Performance

Enhance CAP's ability to meet reasonable accommodation guidance to ensure individuals with disabilities have equal access to employment and opportunities throughout DoD and the Federal government.

Objective 2:1 Clarify roles and understanding of the CAP operating environment

- Strategy 2.1.1 – Improve internal communications

Objective 2:2 Increase CAP staff knowledge base of Federal responsibilities for reasonable accommodations

- Strategy 2.2.1 – Provide ongoing training/exchange of information and services to CAP staff

Goal 3: Excellence in Employment

Improve communications and interactions with key populations, including Federal agencies, to increase the recruitment, hiring, retention, and promotion of people with disabilities.

Objective 3:1 Define CAP's role in support of the New Freedom Initiative

- Strategy 3.1.1 – Establish relationships with senior leadership that impacts disability policy

Objective 3:2 Encourage Federal agencies to increase awareness of Federal opportunities for employment of people with disabilities

- Strategy 3.2.1 – Encourage Federal agencies to incorporate assistive technology and CAP information at placement centers and on their websites
- Strategy 3.2.2 – Encourage Federal agencies to increase the accessibility of training centers
- Strategy 3.2.3 – Provide information on employment and retention strategies to Federal agencies for people with disabilities

Objective 3:3 Establish relationships to increase the development, deployment, and availability of new assistive technologies to increase employment opportunities for people with disabilities

- Strategy 3.3.1 – Develop partnerships with government agencies, academic institutions, and the private sector to create a cooperative effort that serves to improve the development of new assistive technologies and global accommodations services
- Strategy 3.3.2 – Establish a national network of assistive technology centers to assist people with disabilities in learning about accommodations, needs assessments, and CAP

Real Solutions for Real Needs

This document establishes the baseline for positioning the Federal government's centralized accommodations program – CAP – as the recognized model of success in the 21st Century. The *CAP Strategic Plan* emphasizes assistive technology and its integration to support individuals with disabilities in DoD and all Federal agencies. CAP is also working with the Federal research community to encourage the development and transfer of emerging technologies that have dual applications towards the Defense, Energy, and Space missions and people with disabilities. With the administration's commitment to review and fortify an aggressive national policy on employment of adults with disabilities, CAP will work to ensure technologies are designed to enhance all employees' ability to excel.

Working with Federal agencies to support the *New Freedom Initiative* to identify new assistive technologies, CAP will meet the challenges of the constantly changing technical environment. The *CAP Strategic Plan* is the guideline to ensure high quality and timely support to the entire DoD and Federal community in “*providing assistive technology and accommodations to ensure people with disabilities have equal access to the information environment and opportunities.*”



For More Information Call or Write:

Computer/Electronic Accommodations Program
TRICARE Management Activity
Office of the Assistant Secretary of Defense (Health Affairs)
5111 Leesburg Pike, Suite 810
Falls Church, VA 22041-3206

Voice: 703-681-8813
TTY: 703-681-0881
Fax: 703-681-9075
Email: cap@tma.osd.mil
Web: www.tricare.osd.mil/cap